

# Citizen Powered Proactive Services

## Commissioning an outcome based TECS service: the commissioner and provider experience in Torbay



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# Why and how did we commission an outcomes based TECS service?

- Decision to commission a new service for provider with economies of scale, national experience and ideas, an infrastructure of expertise to delivery TECS strategy
- Outcome based specification encouraging creative responses and a partnership approach flexible to change as the service develops
- NRS - clinically supported service with co-location of staff and the role of a senior level Transformation Manager to transition, support culture change and deliver strategy across Torbay and wider STP

# Building a new outcome based TEC service

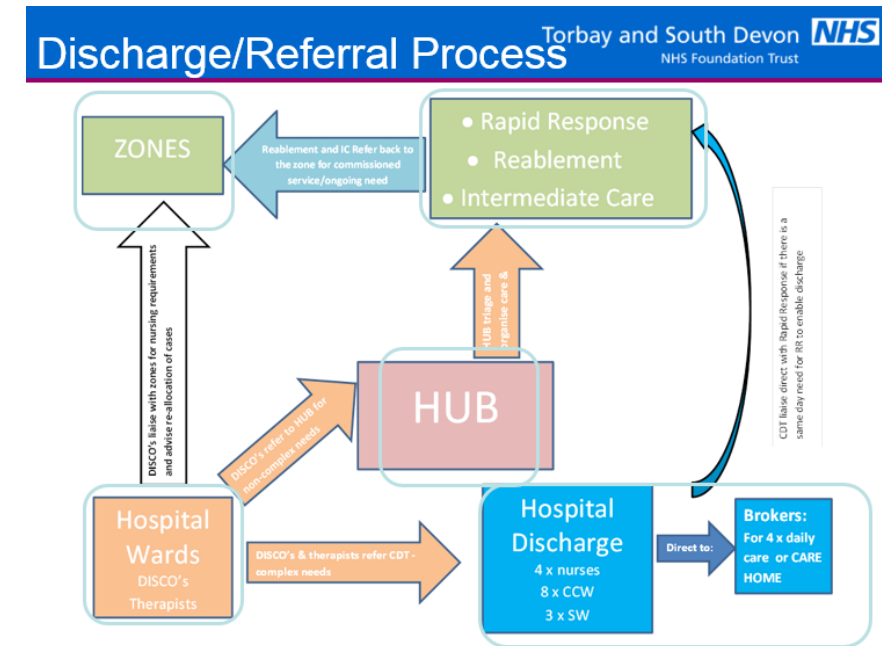
- Creating a partnership approach and a different way of working together – what this meant for NRS Healthcare and the Trust
- Co-designed a new referral mechanism
- Outcomes based training to complement the Trust's strength based approach
- Developed together a financial benefits realisation model for tracking savings and cost avoidance
- Introduced new technology
- Created a joint team of staff from the NHS and NRS Healthcare
- Local partnerships to connect and involve local fire, care and voluntary sector organisations
- Working through strategic priorities for the next phase



# Beginning our transformation – the TECS and Flow Project

## Outcomes:

- Enhance a patient's journey from hospital back into the community and support carers and family
- Offer solutions for staff to safely a) discharge the person back home in a timely manner b) with the appropriate level of short and or long term support.
- Reduce the amount of readmissions within 91 days
- Support people to privately access technology which enables them to remain at home



# Delivering the TECS and Flow project

- Our approach: co-designed with local practitioners – over 50 across the Trust
- Ran workshops to find out what staff needed to help them make confident decisions about onward care pathways
- Explored options to introduce new tech to practitioners – an innovation showcase and decisions made about what to pilot
- Pilots start in November, evaluation due spring 2020

